Activating IDEXX Reference Laboratories Tests in Neo Software

This guide explains the recommended way to activate your IDEXX Reference Laboratories tests in the IDEXX Directory of Services to ensure laboratory charges are captured in Neo* Software. Once tests are activated, you can order IDEXX Reference Laboratories tests in Neo and receive results directly in the patient record.

IMPORTANT: VetConnect* PLUS integration must be completed before test activation.

To activate IDEXX Reference Laboratories tests in Neo

1. Click your name on the Neo menu bar and then click **Diagnostics**.
2. Click **Directory of Services**.
3. In the **All Sources** box, click the down-arrow and select **IDEXX Reference Laboratories** to filter the source.
4. To narrow the test list, enter search criteria in the Search box.
5. Select the check box next to each test you use and click **Activate**. Activated diagnostic tests are added to the list and can be ordered immediately from a consultation.
6. Click a test name to review and update its pricing information, as applicable.

   The **IDEXX Unit Cost Price** (list price) is automatically downloaded and will be updated if IDEXX changes the cost in the Directory of Services.

   The IDEXX Unit Cost Price and Markup Rate determine the Unit Selling Price.

   + If you manually adjust the **Unit Cost Price** or **Unit Selling Price**, the **IDEXX Unit Cost Price** will no longer automatically update the Unit Selling Price if IDEXX changes the cost in the Directory of Services.

   + You can adjust the Markup Rate for this product without affecting automatic pricing updates.

   + You can also reset this product to automatic pricing by clicking the blue **reset to automatic pricing** link.

7. Click **Save Changes**.
8. Repeat steps 6–7 to update prices for other activated tests, as needed.
9. [Add or update procedure templates](#) to group products together for building visit protocols, easy ordering, and easy invoicing, if desired.

Have questions? See these additional resources:

+ [Activate IDEXX diagnostic products](#)

+ [Connect IDEXX Reference Laboratories](#)

+ [FAQs: IDEXX Reference Laboratories](#)